	Type	L #	Hits	Search Text	DBs	Time Stamp
1	BRS	L1	2952	employee near10 (service or performance)	USPAT; US-PGPUB	2003/08/07 15:11
2	BRS	L2	26027	evaluat$6 near10 (service or performance)	USPAT; US-PGPUB	2003/08/07 12:42
3	BRS	L3	362	l1 and l2	USPAT; US-PGPUB	2003/08/07 12:42
4	BRS	L4	30527	survey	USPAT; US-PGPUB	2003/08/07 14:05
5	BRS	L5	65	l3 and l4	USPAT; US-PGPUB	2003/08/07 12:42
6	BRS	L6	59404	manager or administrator	USPAT; US-PGPUB	2003/08/07 12:43
7	BRS	L7	53	l5 and l6	USPAT; US-PGPUB	2003/08/07 12:48
8	BRS	L8	139753	customer or client or buyer	USPAT; US-PGPUB	2003/08/07 15:09
9	BRS	L9	45	l7 and l8	USPAT; US-PGPUB	2003/08/07 12:49
10	BRS	L10	1	6026387.pn.	USPAT; US-PGPUB	2003/08/07 14:02
11	BRS	L11	10194	survey	EPO; JPO; DERWENT	2003/08/07 15:49

Ⓘ. US Patent
PG Pub

Ⅱ FOREIGN
1. Derwent
2. JPO
3. EPO
4. IBM-TDB

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	Type	L #	Hits	Search Text	DBs	Time Stamp
12	BRS	L12	97037	customer or client or buyer	EPO; JPO; DERWENT; IBM_TDB	2003/08/07 14:06
13	BRS	L13	366	employee near10 (service or performance)	EPO; JPO; DERWENT; IBM_TDB	2003/08/07 14:06
14	BRS	L14	2	l11 and l12 and l13	EPO; JPO; DERWENT; IBM_TDB	2003/08/07 14:06
15	BRS	L15	737623	customer or client or buyer or consumer or user or shopper	USPAT; US-PGPUB	2003/08/07 15:13
16	BRS	L16	54684	provider or retailer	USPAT; US-PGPUB	2003/08/07 14:15
17	BRS	L17	48779	l15 and l16	USPAT; US-PGPUB	2003/08/07 14:15
18	BRS	L18	250750	survey or feedback or perception	USPAT; US-PGPUB	2003/08/07 14:16
19	BRS	L19	9010	l17 and l18	USPAT; US-PGPUB	2003/08/07 14:17
20	BRS	L20	884	l2 and l19	USPAT; US-PGPUB	2003/08/07 14:18
21	BRS	L21	649673	employee or agent	USPAT; US-PGPUB	2003/08/07 15:14

	Type	L #	Hits	Search Text	DBs	Time Stamp
22	BRS	L23	2803 82	identifier or identification	USP AT; US-P GPU B	2003/08/0 7 14:25
23	BRS	L25	1053 6	evaluat$6 near10 (employee or agent)	USP AT; US-P GPU B	2003/08/0 7 14:26
24	BRS	L26	20	I24 and I25	USP AT; US-P GPU B	2003/08/0 7 14:26
25	BRS	L22	322	I20 and I21	USP AT; US-P GPU B	2003/08/0 7 14:34
26	BRS	L24	260	I22 and I23	USP AT; US-P GPU B	2003/08/0 7 15:08
27	BRS	L27	1535	automat$6 near10 (survey or assessment)	USP AT; US-P GPU B	2003/08/0 7 15:32
28	BRS	L28	494	I8 and I27	USP AT; US-P GPU B	2003/08/0 7 15:09
29	BRS	L29	173	I21 and I28	USP AT; US-P GPU B	2003/08/0 7 15:10
30	BRS	L30	20	I1 and I29	USP AT; US-P GPU B	2003/08/0 7 15:11
31	BRS	L31	588	automat$6 near10 (survey or assessment)	EPO; JPO; DER WEN T; IBM_ TDB	2003/08/0 7 15:13
32	BRS	L32	5651 06	customer or client or buyer or consumer or user or shopper	EPO; JPO; DER WEN T; IBM_ TDB	2003/08/0 7 15:14

	Type	L #	Hits	Search Text	DBs	Time Stamp
33	BRS	L34	1056744	employee or agent	US-PGPUB; EPO; JPO; DERWENT; IBM_TDB	2003/08/07 15:15
34	BRS	L35	3	I33 and I34	US-PGPUB; EPO; JPO; DERWENT; IBM_TDB	2003/08/07 15:15
35	BRS	L33	74	I31 and I32	EPO; JPO; DERWENT; IBM_TDB	2003/08/07 15:17
36	BRS	L36	47	interactive near10 (survey or assessment)	EPO; JPO; DERWENT; IBM_TDB	2003/08/07 15:39
37	BRS	L37	30	I32 and I36	EPO; JPO; DERWENT; IBM_TDB	2003/08/07 15:33
38	BRS	L38	25	interactive near10 survey	EPO; JPO; DERWENT; IBM_TDB	2003/08/07 15:39
39	BRS	L39	183	interactive near10 survey	USPAT; US-PGPUB	2003/08/07 15:49
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5	BRS	L5	65	l3 and l4		USPAT; US-PGPUB	2003/08/07 12:42
6	BRS	L6	59404	manager or administrator		USPAT; US-PGPUB	2003/08/07 12:43
7	BRS	L7	53	l5 and l6		USPAT; US-PGPUB	2003/08/07 12:48
8	BRS	L8	139753	customer or client or buyer		USPAT; US-PGPUB	2003/08/07 15:09
9	BRS	L9	45	l7 and l8		USPAT; US-PGPUB	2003/08/07 12:49
10	BRS	L10	1	6026387.pn.		USPAT; US-PGPUB	2003/08/07 14:02
11	BRS	L11	10194	survey		EPO; JPO; DERWENT	2003/08/07 14:05

	Type	L #	Hits	Search Text		DBs	Tim Stamp
12	BRS	L12	97037	customer or client or buyer	●	EPO; JPO; DERWENT; IBM_TDB	2003/08/07 14:06
13	BRS	L13	366	employee near10 (service or performance)		EPO; JPO; DERWENT; IBM_TDB	2003/08/07 14:06
14	BRS	L14	2	l11 and l12 and l13		EPO; JPO; DERWENT; IBM_TDB	2003/08/07 14:06
15	BRS	L15	737623	customer or client or buyer or consumer or user or shopper		USPAT; US-PGPUB	2003/08/07 15:13
16	BRS	L16	54684	provider or retailer		USPAT; US-PGPUB	2003/08/07 14:15
17	BRS	L17	48779	l15 and l16		USPAT; US-PGPUB	2003/08/07 14:15
18	BRS	L18	250750	survey or feedback or perception		USPAT; US-PGPUB	2003/08/07 14:16
19	BRS	L19	9010	l17 and l18		USPAT; US-PGPUB	2003/08/07 14:17
20	BRS	L20	884	l2 and l19		USPAT; US-PGPUB	2003/08/07 14:18

	Type	L #	Hits	Search Text	DBs	Time Stamp
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23	BRS	L25	10536	evaluat$6 near10 (employee or agent)	USPAT; US-PGPUB	2003/08/07 14:26
24	BRS	L26	20	I24 and I25	USPAT; US-PGPUB	2003/08/07 14:26
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26	BRS	L24	260	I22 and I23	USPAT; US-PGPUB	2003/08/07 15:08
27	BRS	L27	1535	automat$6 near10 (survey or assessment)	USPAT; US-PGPUB	2003/08/07 15:13
28	BRS	L28	494	I8 and I27	USPAT; US-PGPUB	2003/08/07 15:09
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30	BRS	L30	20	I1 and I29	USPAT; US-PGPUB	2003/08/07 15:11

	Type	L #	Hits	Search Text	DBs	Time Stamp
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32	BRS	L32	565106	customer or client or buyer or consumer or user or shopper	EPO; JPO; DERWENT; IBM_TDB	2003/08/07 15:14
33	BRS	L33	74	l31 and l32	EPO; JPO; DERWENT; IBM_TDB	2003/08/07 15:14
34	BRS	L34	1056744	employee or agent	US-PGPUB; EPO; JPO; DERWENT; IBM_TDB	2003/08/07 15:15
35	BRS	L35	3	l33 and l34	US-PGPUB; EPO; JPO; DERWENT; IBM_TDB	2003/08/07 15:15

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S3     6015719   INTERACTIVE?? OR AUTOMAT?? OR AUTOMATION
S4       38537   S1 (S) S3 (S) S2
S5      183026   'EMPLOYEE (15N) (SERVICE OR PERFOMANCE OR WORK)
S6         634   S4 AND S5
S7         164   S1 (S) S3 (S) S2 (S) S5
S8         113   S7 NOT PY>2001
S9          81   RD (unique items)
S10   26492055   DATA OR INFORMATION
S11        104   S8 AND S10
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S13         2    S9 AND S12
S14        74    S9 AND S10
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S16         0    S15 AND (SURVEY)
S17         0    S15 AND SURVEY
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S3     665612    INTERACTIVE? OR AUTOMAT?
S4      23327    (EMPLOYEE?? OR AGENT??) (10N) (SERVICE OR PERFORMANCE OR W-
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S5         17    S1 AND S2 AND S3 AND S4   .
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